



TORQ Analysis of Administrative Services Managers to Executive Secretaries and Administrative Assistants

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Administrative Services Managers	11-3011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

92

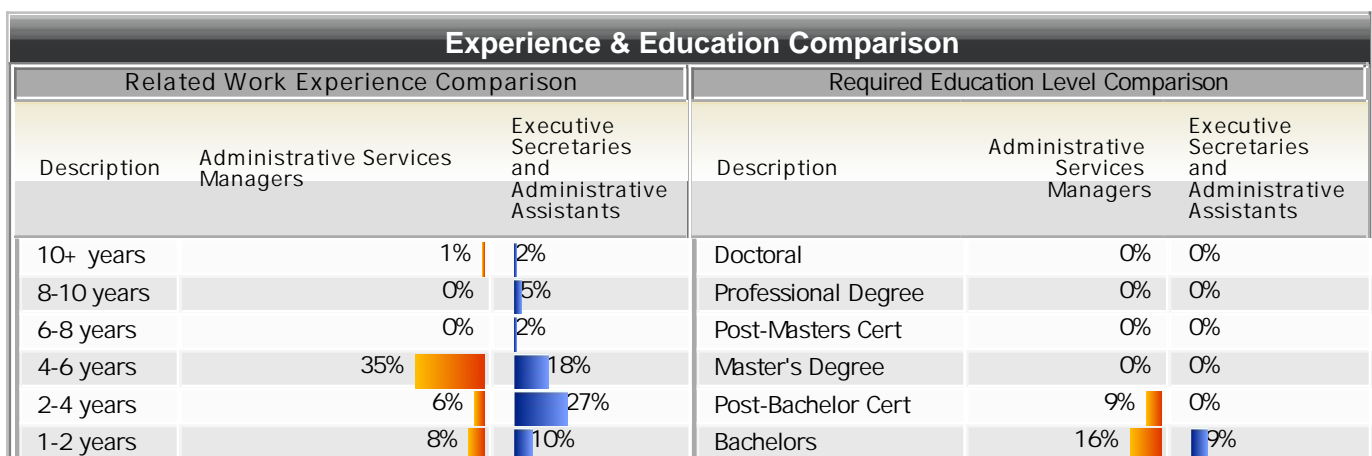
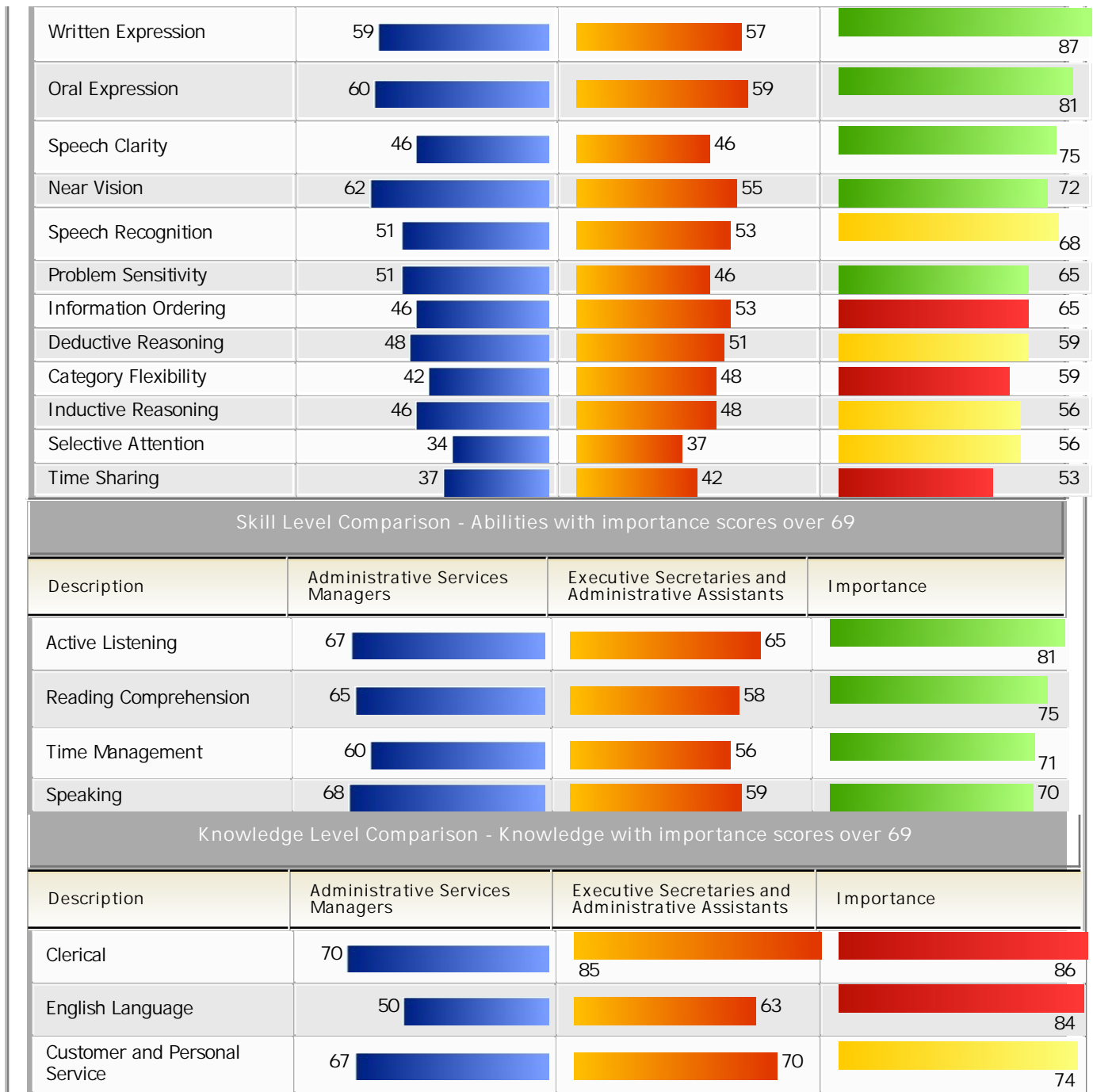
Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			94	Level			94	Level			88
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Comprehension	60	7	87	No Skills Upgrade Required!				Clerical	85	15	86
Information Ordering	53	7	65					English Language	63	13	84
Category Flexibility	48	6	59					Customer and Personal Service	70	3	74
Time Sharing	42	5	53								
Deductive Reasoning	51	3	59								
Selective Attention	37	3	56								
Speech Recognition	53	2	68								
Inductive Reasoning	48	2	56								

LEVEL and IMPT (IMPORTANCE) refer to the Target Executive Secretaries and Administrative Assistants. GAP refers to level difference between Administrative Services Managers and Executive Secretaries and Administrative Assistants.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Administrative Services Managers	Executive Secretaries and Administrative Assistants	Importance
Oral Comprehension	53	60	87
Written Comprehension	53	53	87





6-12 months	13%	17%	AA or Equiv	10%	16%
3-6 months	31%	7%	Some College	3%	23%
1-3 months	0%	0%	Post-Secondary Certificate	36%	5%
0-1 month	0%	0%	High School Diploma or GED	22%	44%
None	0%	8%	No HSD or GED	1%	0%

Administrative Services Managers

Executive Secretaries and Administrative Assistants

Most Common Educational/Training Requirement:

Bachelor's or higher degree, plus work experience

Moderate-term on-the-job training

Job Zone Comparison

4 - Job Zone Four: Considerable Preparation Needed

A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

Most of these occupations require a four - year bachelor's degree, but some do not.

Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Tasks

Administrative Services Managers

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Executive Secretaries and Administrative Assistants

Core Tasks

Generalized Work Activities:

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks



Occupation Specific Tasks:

- Acquire, distribute and store supplies.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Conduct classes to teach procedures to staff.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Dispose of, or oversee the disposal of, surplus or unclaimed property.
- Hire and terminate clerical and administrative personnel.
- Manage leasing of facility space.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Participate in architectural and engineering planning and design, including space and installation management.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.

Detailed Tasks

Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- analyze technical data, designs, or preliminary specifications
- assign work to staff or employees
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- delegate appropriate administrative support activities

Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

Detailed Tasks



Support Activities

- design systems in cooperation with colleagues
- determine policies related to administration, standards, or facility maintenance
- develop maintenance schedules
- direct and coordinate activities of workers or staff
- document provision of administrative services
- evaluate office operations
- hire, discharge, transfer, or promote workers
- inspect property for construction, condition, or design
- interview job applicants
- maintain administrative services procedures manual
- maintain inventory of office equipment or furniture
- maintain records, reports, or files
- manage building maintenance projects
- manage contracts
- manage inventories or supplies
- modify work procedures or processes to meet deadlines
- monitor operations to verify conformance to standards
- monitor repairs or maintenance to enforce standards
- negotiate real estate sales or rental contracts
- order or purchase supplies, materials, or equipment
- oversee work progress to verify safety or conformance to standards
- prepare financial reports
- prepare rental or lease agreement
- prepare reports
- prepare reports of property or facility status
- prepare safety reports
- purchase office equipment or furniture
- recommend solutions of administrative problems
- schedule employee work hours
- schedule facility or property maintenance
- use facility management techniques
- use interpersonal communication techniques
- use negotiation techniques
- write administrative procedures services manual

Technology - Examples

Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Technology - Examples



Accounting software

- Intuit QuickBooks
- Sage Peachtree
- Sage Software Peachtree software
- Sage Timberline Office software

Charting software

- Microsoft Office Visio

Data base reporting software

- Business Objects Crystal Reports

Data base user interface and query software

- Microsoft Access

Desk top publishing software

- Adobe Systems Adobe PageMaker
- Microsoft Publisher

Document management software

- Adobe Systems Adobe Acrobat software

Electronic mail software

- Email software
- IBM Lotus Notes
- Microsoft Outlook
- Novell GroupWise

Enterprise resource planning ERP software

- Oracle PeopleSoft

Human resources software

- ADP Enterprise HRMS

Internet browser software

- Microsoft Internet Explorer
- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word



Tools - Examples

- 10-key calculators
- Desktop computers
- Laptop computers
- Personal computers
- Personal digital assistants PDA
- Photocopying equipment
- Scanners
- Multi-line telephone systems
- Tablet computers

Labor Market Comparison

Description	Administrative Services Managers	Executive Secretaries and Administrative Assistants	Difference
Median Wage	\$ 56,630	\$ 38,830	\$(17,800)
10th Percentile Wage	\$ 35,200	\$ 28,230	\$(6,970)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 73,310	\$ 46,250	\$(27,060)
90th Percentile Wage	\$ 93,540	\$ 53,530	\$(40,010)
Mean Wage	\$ 60,800	\$ 40,210	\$(20,590)
Total Employment - 2007	1,090	3,330	2,240
Employment Base - 2006	1,097	3,533	2,436
Projected Employment - 2016	1,151	3,733	2,582
Projected Job Growth - 2006-2016	4.9 %	5.7 %	0.7 %
Projected Annual Openings - 2006-2016	34	76	42

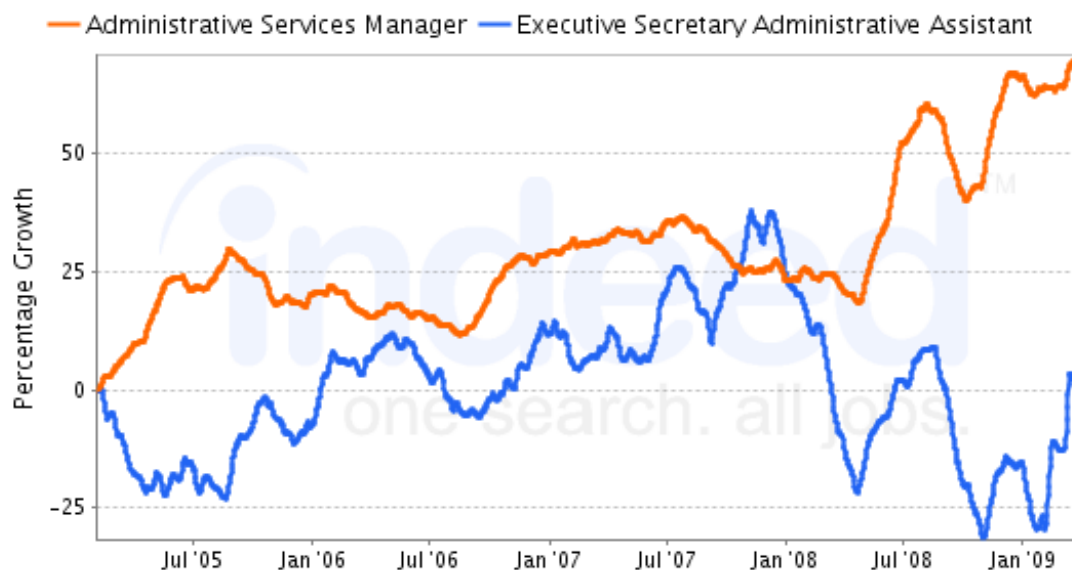
National Job Posting Trends

Trend for Administrative Services Managers

Trend for
Executive
Secretaries
and
Administrative
Assistants



Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

Recommended Programs

Medical Administrative/Executive Assistant and Medical Secretary

Medical Administrative/Executive Assistant and Medical Secretary. A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software applications, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics.

Institution	Address	City	URL
Beal College	99 Farm Road	Bangor	bealcollege.edu
Washington County Community College	One College Drive	Calais	www.wccc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Administrative Assistant/Secretarial Science, General

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu



Beal College	99 Farm Road	Bangor	bealcollege.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu

Executive Assistant/Executive Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Administrative and Secretarial Services, Other

Business Operations Support and Secretarial Services, Other. Any instructional program in administrative and secretarial services not listed above.

No schools available for the program

Maine Statewide Promotion Opportunities for Administrative Services Managers

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3011.00	Administrative Services Managers	100	4	1,090	\$56,630.00	\$0.00	5%	34
11-3041.00	Compensation and Benefits Managers	90	3	200	\$68,560.00	\$11,930.00	2%	5
11-3031.02	Financial Managers, Branch or Department	89	4	2,440	\$67,670.00	\$11,040.00	7%	58
41-3031.02	Sales Agents, Financial Services	89	4	0	\$65,230.00	\$8,600.00	5%	33
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$10,040.00	7%	4
41-3031.01	Sales Agents, Securities and Commodities	88	4	0	\$65,230.00	\$8,600.00	5%	33
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$5,640.00	5%	25
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$14,390.00	9%	10



13-2052.00	Personal Financial Advisors	87	3	360	\$94,100.00	\$37,470.00	10%	13
11-2022.00	Sales Managers	86	4	1,310	\$72,720.00	\$16,090.00	3%	32
11-3071.02	Storage and Distribution Managers	86	3	710	\$62,270.00	\$5,640.00	5%	25
41-9021.00	Real Estate Brokers	86	3	320	\$61,300.00	\$4,670.00	-1%	22
11-3031.01	Treasurers and Controllers	85	5	2,440	\$67,670.00	\$11,040.00	7%	58
11-9033.00	Education Administrators, Postsecondary	85	5	600	\$58,090.00	\$1,460.00	7%	21
13-2031.00	Budget Analysts	85	4	170	\$57,290.00	\$660.00	3%	5

Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%

Top Industries for Administrative Services Managers



Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	8.84%	21,837	23,928	9.58%
Local government, excluding education and hospitals	939300	6.08%	15,016	16,523	10.03%
State government, excluding education and hospitals	929200	5.49%	13,578	13,051	-3.89%
Management of companies and enterprises	551100	5.24%	12,941	14,612	12.91%
General medical and surgical hospitals, public and private	622100	4.57%	11,303	12,257	8.44%
Elementary and secondary schools, public and private	611100	3.83%	9,459	9,763	3.22%
Depository credit intermediation	522100	2.17%	5,370	5,362	-0.14%
Offices of physicians	621100	1.88%	4,657	5,747	23.40%
Federal government, excluding postal service	919999	1.67%	4,128	3,822	-7.41%
Employment services	561300	1.57%	3,871	4,799	23.97%
Office administrative services	561100	1.56%	3,854	4,786	24.19%
Management, scientific, and technical consulting services	541600	1.44%	3,565	6,233	74.86%
Computer systems design and related services	541500	1.35%	3,343	4,421	32.25%
Junior colleges, public and private	611200	1.26%	3,108	3,364	8.23%
Religious organizations	813100	1.25%	3,098	3,641	17.54%